

The Contractor shall also provide administrative terminals and connectivity to the EBT host to the USDA, OIG Regional Office in San Francisco by the beginning date for statewide rollout activities.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.4 Account Setup and Benefit Authorization

The Contractor shall receive and process account setup, benefit authorization and benefit adjustment file transmissions from each county. Account setup information will be provided by the local county offices and transmitted to the Contractor via batch file transmissions and/or on-line processing. The Contractor shall accommodate monthly, daily and immediate account setup and benefit authorization. The Contractor shall always process account setup data before benefit authorization data. All benefit authorization records transmitted from the counties to the Contractor will be categorized according to account type: Food Stamps or cash. The specific file formats, including data elements, field lengths, and number of fields, will be determined by the State and the Contractor during design of the system interfaces. Data elements that are expected to be included in such files are described in the following sections. Bidders shall specify in their responses any additional or alternative data elements necessary to support account setup, benefit authorization, account maintenance, and/or reporting.

In batch transmission mode, batch files will be indicated by the respective batch header and batch trailer records. To support batch processing, the State, counties and Contractor shall agree to a specific time frame or window during which daily batch files will be transmitted. However, the Contractor shall be able to accept and process transmissions from counties 24 hours per day, 7 days per week. Immediately upon receipt of a file, the Contractor shall either confirm receipt of a complete and successfully processed file or contact the county or consortium and request retransmission of the file. The Contractor shall confirm receipt of files within thirty (30) minutes of receipt until transmission and receipt have been successfully completed.

For monthly account setup and benefit authorization transactions sent in batch mode and received during the agreed upon timeframe, the Contractor shall process the transactions, perform all setup and benefit posting processes, and make benefits available by 5:00 A.M. Pacific Time on the specified benefit availability date. For other benefit authorization transmissions, not part of the monthly batch, the transmission window and availability time shall be agreed upon between the Contractor and each county.

On-line transmission of account setup and benefit authorization transactions shall be used in the event that a county must setup an account or authorize benefits for a client emergency or immediate need. To support on-line transmission of account setup and benefit authorization transactions, the Contractor shall accommodate on-line communications between each county and the Contractor. On-line communications will originate from administrative terminals located